Panasonic KX-TGP500 and KX-TGP550:

(Even though the Base supports up to 6 Handsets, these are ONLY able to support 3 Simultaneous calls)

Above is the image if a **Panasonic KX-TGP500**, these **Do NOT** have an attached Corded Base Handset. Note the **KX-TGP500** will be missing the option to configure a Base Handset.	Above is the image if a **Panasonic KX-TGP550**, these **DO** have a Base Corded Handset attached, and will allow for the Base Handset to have a separate Line configured to it.

How to Configure **Panasonic KX-TGP500** and **KX-TGP550**:

Connect you **Panasonic KX-TGP5XX** to the power and network using the LAN port on the Base. You will then need to locate the "**ALL**" button on the Base. Once Located you will want to register your Handsets to the base following the below instructions:

1. Press the "**ALL**" button on Base and hold for 4 Seconds
2. After hear the beep you will press the "OK" softkey on handset (Some firmware or models may require a PIN this will be 0000)
3. After the handset completes its registration to the base it will beep
4. The Base status light should turn Green and the handset should show the Date/Time (May not be correct)

To De-Register Handsets use the following steps:

1. Press **Menu**
2. Select **Initial Settings**
3. Select **Registration**
4. Select **Deregistration** and enter the 3 digit code that appears on the screen, then Press **OK**
5. Now you will be able to Select the **Handset** to Deregister
6. When prompted to **Erase**, Select **Yes**
7. If successfully deregistered you will see, "Press ALL on base 4sec. Then press OK"
8. Repeat these steps as needed for each handset.

To begin configuring your **Panasonic KX-TGP5XX** for use on Intermedia's network, you will need to enable the graphical user interface. For this, do the following:

1. Press the Menu on Base
2. Select IP Service
3. Select Network Setting
4. Select Embedded Web
5. Toggle to "ON"
6. Select the "Save" Softkey

To locate the IP and access the Web Interface the following:

1. Press the Menu on Base
2. Select IP Service
3. Select Network Setting
4. Select IP address
5. Write down and enter the IP address listed into a web browser
6. Log in using the credentials **admin/adminpass**

You will then be presented with a screen that looks like this:

**** First thing we will want to do is **Reset the Base** and make sure to **Deregister any extra handsets**. Make sure you only have as many handset Registered as physically have on site.

To Reset the Base this is done under the **Maintenance Tab > Reset to Defaults**

*** NOTE: If the Phone came from another provider, that provider may have to factory default the phone.
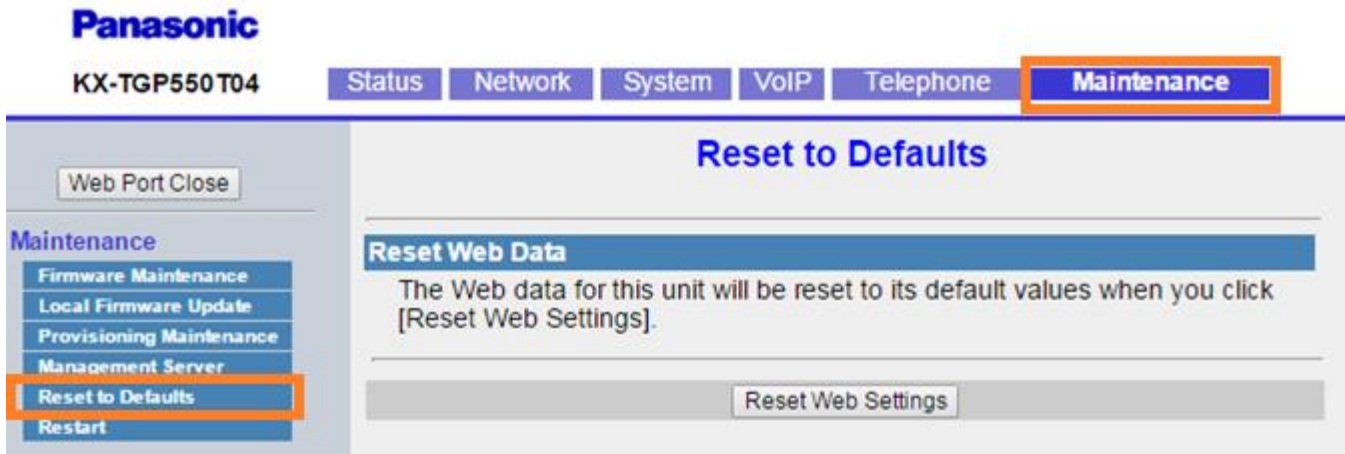
Instead of logging in with **admin/adminpass** you will need to reboot the phone and turn on the web in the handset again and login using super user login **customerserviceid/cspass**.

You will get a "403 Forbidden error" if you just log out and try to log back with these credentials. It is important to reboot and enable the web UI again.

1. Click maintenance
2. Reset to Defaults
3. Reset to Factory Defaults
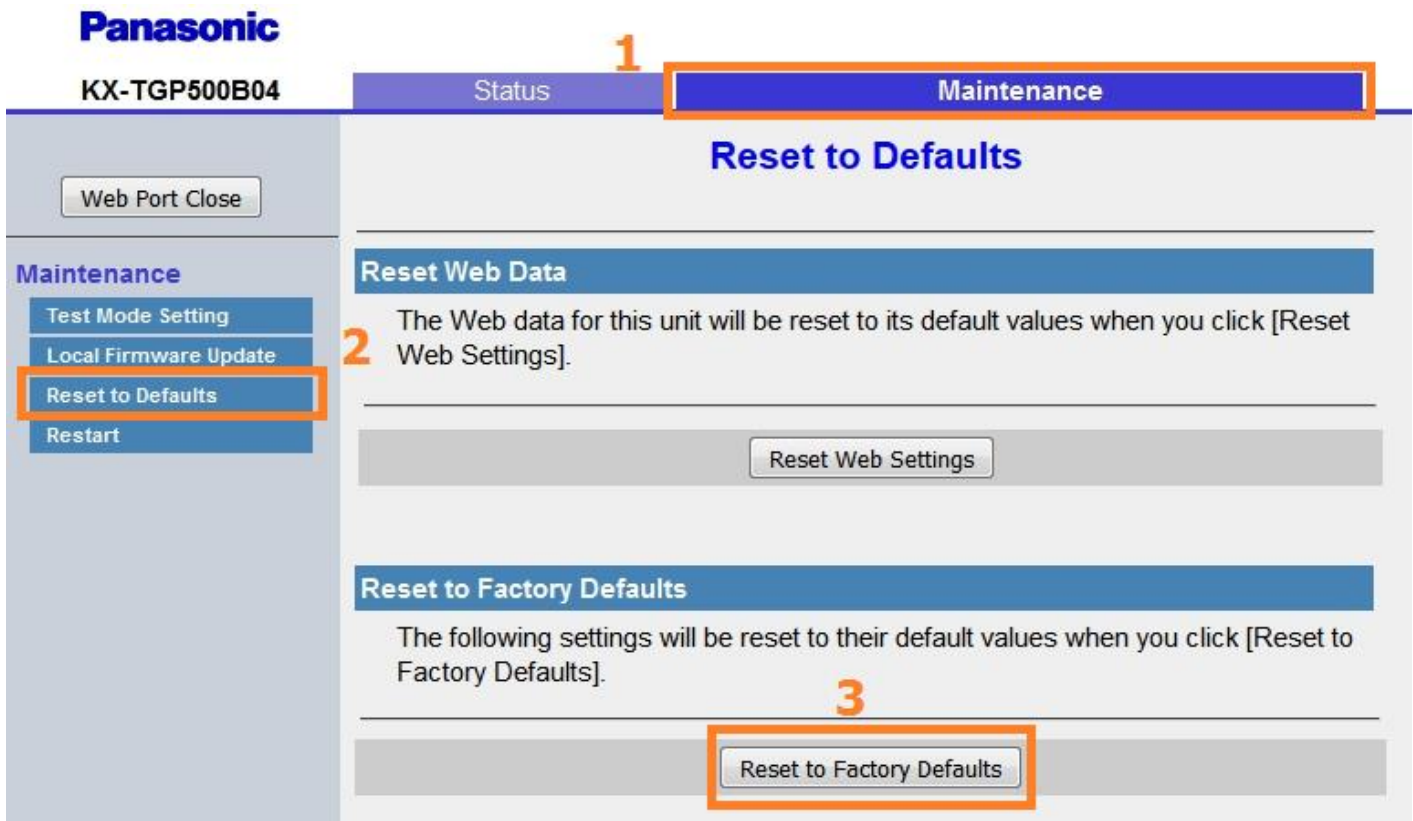
Now update and configure the Time Adjust Settings, the Time Zone setting will be dependent on your region. You will enter the **NTP Server Address = time.accessline.com** (*Match all other settings with that of the picture below based on your time zone*)

After you log in, you will need to navigate to the VoIP Tab Page. There will be different Lines to choose from on the left side of the page. Start with the "*Sip Settings - Line 1*", and will need to enter in the SIP configuration information for your AnyPhone device on this page.

These setting can be found within Hostpilot @ https://exchange.intermedia.net/aspx/Login.aspx

1. Login to HostPilot
2. Select Voice Services
3. Click the Phone number of the device you are trying to configure
4. Click SIP Configuration

*** Note: The **Server Addresses** used may be either ***usbc.telecomsvc.com* or *UC70.telecomsvc.com.*** All ports will be *6060* accept the Source Port which will be *6xxx (xxx is equal to the ext #)*

*** Make sure all the fields in orange are completed (*Each Line should have its own configuration*):

Panasonic

KX-TGP550T04 | Status | Network | System | VoIP | Telephone | Maintenance |

SIP Settings [Line 1]

Web Port Close

Complete

VoIP

SIP Settings
- Line 1
- Line 2
- Line 3
- Line 4
- Line 5
- Line 6
- Line 7
- Line 8

VoIP Settings
- Line 1
- Line 2
- Line 3
- Line 4
- Line 5
- Line 6
- Line 7
- Line 8

Phone Number

Phone Number	4254583993
Line ID	**313** (*or Ext number for this line*)

SIP Server

Registrar Server Address	usbc or UC70.telecomsvc.com
Registrar Server Port	**6060** [1-65535]
Proxy Server Address	usbc or UC70.telecomsvc.com
Proxy Server Port	**6060** [1-65535]
Presence Server Address	usbc or UC70.telecomsvc.com
Presence Server Port	6060 [1-65535]

Outbound Proxy Server

Outbound Proxy Server Address	usbc or UC70.telecomsvc.com
Outbound Proxy Server Port	**6060** [1-65535]

SIP Service Domain

Service Domain	usbc or UC70.telecomsvc.com

SIP Source Port

Source Port	**6313** [1024-49151]

SIP Authentication

Authentication ID	900123456
Authentication Password	•••••••••••••••

DNS

Enable DNS SRV lookup	⊙ Yes ○ No
SRV lookup Prefix for UDP	_sip._udp.
SRV lookup Prefix for TCP	_sip._tcp.

Timer Settings

T1 Timer	500 ▾ milliseconds
T2 Timer	4 ▾ seconds
INVITE Retry Count	6 ▾
Non-INVITE Retry Count	10 ▾

Quality of Service (QoS)

SIP Packet QoS (DSCP)	Best Effort (default) (000 000) ▾

SIP extensions

Supports 100rel (RFC 3262)	• Yes ○ No
Supports Session Timer (RFC 4028)	0 seconds [60-65535, 0: Disable]

Keep Alive

Keep Alive Interval	**30** seconds [10-300, 0: Disable]

Security

Enable SSAF (SIP Source Address Filter)	○ Yes • No

Save   Cancel

*** Note: The SIP Source Port will be 6xxx, the xxx will be the Ext number in this case Ext 313.

After you have it looking like this, click the Save button. The device will then attempt to register. If registration was successful, you should see a red "Complete" across the top:

Now your device is registered! However, there is a little more configuration that needs to be completed.

Still under the VoIP Tab, click the "VoIP Settings" and update the Min and Max RTP ports:

Still under the VoIP Tab, click the "Line 1" and update the CODEC and DTMF Settings (*Repeat as needed for each Line*):

First CODEC will be whatever is set in the SIP Configuration with in HostPilot:

*** PCMU is the same as G.711 U-law, our system only supports G.729 and G.711u (PCMU)

Almost there! Next, go to the "Telephone" Tab. Depending on which lines you want to ring which Handset and/or Base Handset you will make the following changes.

*** NOTE: *Only KX-TGP550 will have a Base Handset option meaning unlike the Panasonic 500 the Panasonic 550 has a CORDED handset attached to it which will need its own DID and line configuration.*

*** Note: Even though you will be able to select multiple lines per handset or Base Handset this is not a supported service or feature with Intermedia at this time. You want to have the handset and "Line No" match in both the top and bottom. Also, note the default dial out drop down is set to the correct "Line No" for the handset associated to that line.

*** If you do not see Base in your above image this just means your model does not have a Base Corded handset and can ignore changing Lines or Defaults for the Base (Handset) field. *The only model that will have Base Handset as an option is **Panasonic KX-TGP550** which has a Corded Handset built in to the Base.*

The final step is to configure your voicemail number, which is *the phone's direct number*. Go to the Telephone Tab, and make the changes in the boxes below.

It will look like this but with the number that is currently assigned to your phone:

You MUST now restart the Base, using the Web Interface.

Once the Base completes the restart, make sure to verify the VoIP Status under the **Status Tab > VoIP Status.**
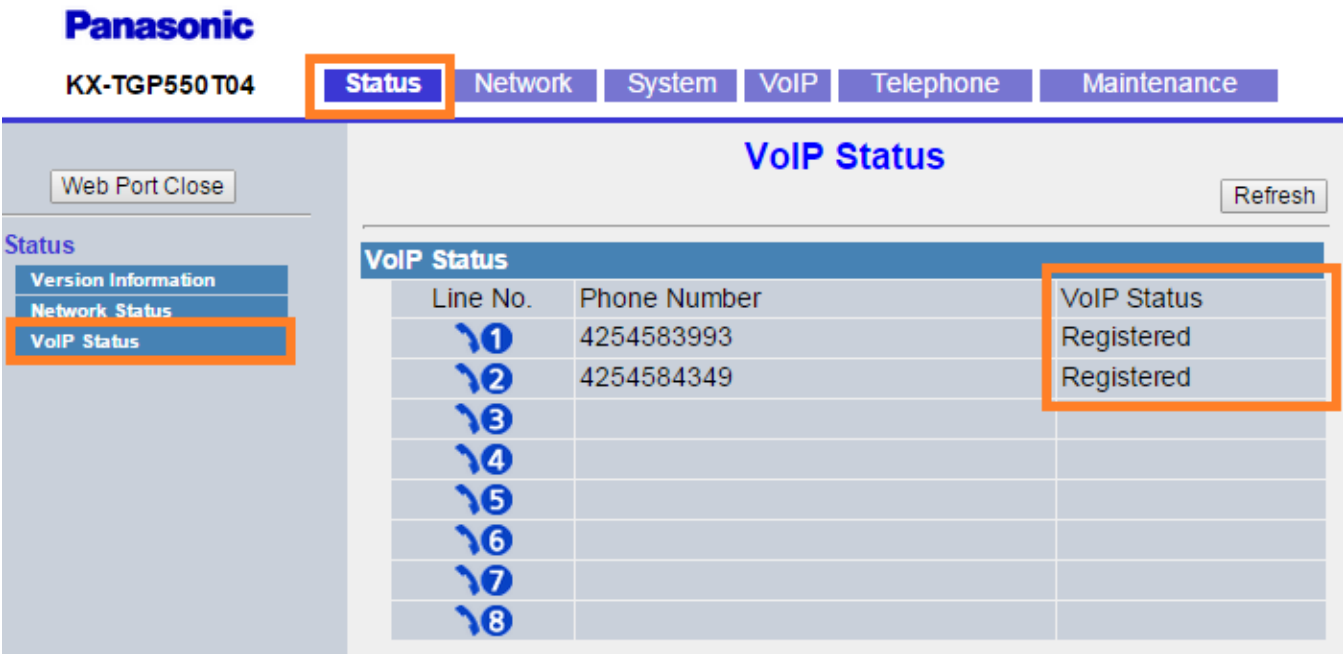
*** If the lines do not show "Registered" you may have to Reset the Base and start over. If it is showing "Registering" this indicates information was saved or incorrectly entered and is preventing the phone from registering. You will likely have to "Reset to Defaults", because just updating setting is known to not fix the issue.

To Reset the Base this is done under the **Maintenance Tab > Reset to Defaults**

Now you are good to go! Please feel free to review the following articles for Firewall Rules and Port Requirements for the service to work correctly.

- https://kb.intermedia.net/Article/3119
- https://kb.intermedia.net/Article/3042